



September 22, 2004

DIRECTOR'S MEMORANDUM 23-04

**FOR: REGIONAL ADMINISTRATOR'S AND DIRECTORS FOR
VETERANS EMPLOYMENT AND TRAINING**

**FROM: GORDON BURKE, JR
Director, Operations and Programs [Approved]**

SUBJECT: Skills Inventory Initiative

Purpose: This Memorandum describes the Department of Labor's and the Veterans Employment and Training Service (VETS) Skills Inventory Initiative and the assessment process.

Background: The leadership of the Veterans Employment and Training Service (VETS) is committed to ensuring that VETS has a highly qualified and trained workforce. To this end, VETS has participated in the development of a Department of Labor wide Skills Inventory initiative that will enable VETS to ensure that its employees in mission critical occupations have the skills to perform the agency mission in the 21st century.

The automated Skills Inventory tool that has resulted from this initiative allows supervisors of employees in mission critical occupations to assess their training and development needs in a systematic and standardized manner. The tool is designed to identify gaps in employees' skills so that we can strategically plan training and/or other appropriate measures to close or eliminate those gaps.

The Skills Inventory assessment is based on a competency model that was jointly developed by DOL and VETS in FY 2003. The competency model, for the Veterans Employment Specialist occupation (this is a generic occupational classification that includes DVETS and ADVETS), outlines the core skills for this mission critical occupation. Development of a competency model for our other mission critical occupation, Veterans Program Specialist, is expected to occur in FY 2005.

We will begin implementation of the Skills Inventory process in VETS immediately. Supervisors of Veterans Employment Specialist will have until October 8 to complete the

inventory. A special training module is being provided that will explain the Skills Inventory process.

Attached for your review is the Veterans Employment Specialist competency model. Also attached for your information is an Executive Summary of DOL's Skills Inventory Initiative, and a Questions and Answers fact sheet on competencies.

ACTION: Supervisors of Veterans Employment Specialists should closely review the attached competency model for this mission critical occupation.

Supervisors must review the training module, and then complete a skills inventory of Veterans Employment Specialists by October 8, 2004. Because many DVETS have connectivity problems, those that are supervisors of Veterans Employment Specialists (i.e., ADVETS) will receive a training CD, in place of the online training module. These DVETS will be expected to review the training CD. After this review, DVETS will be asked to go to the DOL Skills Inventory website and conduct a skills inventory on each Veterans Employment Specialist that they supervise. Special arrangements are being made to provide DVETS that do not currently have access to a high speed internet source with such access, in order to complete the skills inventory.

For RAVETs and other supervisors of Veterans Employment Specialists that do not have internet connectivity problems, the training and inventory will be completed online. These personnel should go to the following website for the training module:

http://www.vodium.com/goto/department/labor/oasam/skills_inventory/vets.asp

Once the training is completed, all supervisors of Veterans Employment Specialists should go to the following website to conduct the skills inventory on each such employee:

<http://www.competencysuite.com/dol>

Supervisors have been entered into the site database, along with the names of the Veterans Employment Specialists that they supervise. After logging into and entering the site, supervisors will go to "Skills Inventory" and click on "name" to find the Veterans Employment Specialists that they supervise.

Questions on this DM or on the training module or the skills inventory should be directed to Eric Rudert (202) 693-4746. Connectivity issues should be addressed to Jack Mayer at (202) 693-4724.

